

# NCOD Research Division

## Journal and Academic Conference Research Papers and Posters

The following document is a summary of accepted and presented research articles, papers, and posters disseminated by NCOD through scholarly journal articles or at national and international academic conferences. For additional information on a study, please contact the lead author at NCOD Research: [yhancod@va.gov](mailto:yhancod@va.gov)

Articles and book chapters are listed in chronological order. NCOD contributors' names are in bold. (*NOTE: Papers and presentations in preparation are not included*)

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*Last updated 03/27/2013*

### **Scholarly Journal Papers (Published or in Press)**

**Yanchus, N.J., Fishman, J.L., Teclaw, R., & Osatuke, K.** (in press). Employee perceptions of job demands and resources and relationship to engagement. *Applied HRM Research*.

**Osatuke K., Moore, S. C., & Dyrenforth , S. R.** (in press). Civility, Respect, and Engagement (CREW) in the Workplace at the Veterans Health Administration. In M. P. Leiter (Ed.) *Analyzing and theorizing the dynamics of the workplace incivility crisis*. Amsterdam: Springer.

**Osatuke K., Cash, M., Belton, L., & Dyrenforth , S. R.** (in press). Civility, Respect, and Engagement in the Workplace (CREW): Creating organizational environments that work for all. In C. Biron, R. Burke, & C. Cooper (Eds.) *Creating healthy workplaces: Stress reduction, improved well-being, and organizational effectiveness*. London: Gower Publishing.

**Naimon, E.C., Mullins, M.E., & Osatuke, K.** (in press). The effects of personality and spirituality on workplace incivility perceptions. *Journal of Management, Spirituality, & Religion*.

**Yanovsky, B., Osatuke, K., Graff-Reed, R., & Dyrenforth, S.R.** (in press). Factor structure of two different developmental assessment center rating formats. *Journal of Organizational Psychology*.

**Osatuke, K., McNamara, B., Pohl, M., Moore, S.C., Meterko, M., Charns, M.P., & Dyrenforth, S.R.** (in press). Response Rates and Incentives in a National Employee Survey: The Case of the Veterans Administration. *Applied HRM Research*.

**Osatuke, K., Draime, J., Moore, S.C., Ramsel, D., Meyer, A., Barnes, S., Belton, S., & Dyrenforth, S.R.** (in press). Organization development in the Department of Veterans Affairs. In T. Miller (Ed.), *Veterans Affairs: Reference Book*, Volume I: History, Veterans Era's and National Centers.

Schult, T.M., Awosika, E.R., Hodgson, M.J., Hirsch, P., Nichol, K.L., **Dyrenforth, S.D., & Moore, S.C.** (2012). Innovative approaches for understanding seasonal influenza vaccine declination in healthcare personnel support development of new campaign strategies. *Infection Control and Hospital Epidemiology*, 33(9), 924-931.

**Teclaw, R., Price, M., & Osatuke, K.** (2011). Demographic question placement effect in item response rates and means of a Veterans Health Administration survey. *Journal of Business and Psychology*, doi 10.1007/s10869-011-9249-y

Benzer, J.K., Young, G., Stolzmann, K., **Osatuke, K.**, Meterko, M., Caso, A., White, B., & Mohr, D.C. (2011). The relationship between organizational climate and quality of chronic disease management. *HSR: Health Services Research*, 46(3). DOI: 10.1111/j.1475-6773.2010.01227.x

**Teclaw, R., Osatuke, K., Yanovsky, B., Moore, S.C., & Dyrenforth, S.R.** (2010). Comparison of paper, Web, and IVR responses in the Veterans Health Administration All Employee Survey. *Survey Practice*, October: [www.surveypactice.org](http://www.surveypactice.org)

Stolzmann, K., Shwartz, M., Pekoz, E., White, B., Mohr, D., Young, G.J., **Osatuke, K.**, Benzer, J. (2010). Accounting for variation in technical quality and patient satisfaction: The contribution of patient, provider, team and medical center. *Medical Care*, 48(8), 676-682.

**Osatuke, K., Fishman, J.L., Moore, S.C., Dyrenforth, S.R.** (2009). *Relationship between portrayals of VA hospitals in the media, and employee and patient satisfaction: An exploratory analysis*. Electronic publication of a paper presented at the annual national conference of the American Association for Public Opinion Research 15 May 2009, Hollywood, FL conference proceedings: [www.amstat.org/sections/srms/proceedings/y2009/Files/400012.pdf](http://www.amstat.org/sections/srms/proceedings/y2009/Files/400012.pdf)

**Osatuke, K., Moore, S.C., Ward, C., Dyrenforth, S.R., & Belton, L.** (2009). Civility, Respect, Engagement in the Workforce (CREW): Nationwide organization development intervention at Veterans Health Administration. *The Journal of Applied Behavioral Science*, 45(3), 384-410.

#### **Academic Research Presentations (Accepted or Presented)**

## **2013 Conferences**

**Yanovsky, B., Osatuke, O., Beckstrand, J., & Ramsel, D.** (2013). *Leadership teams and their effects on employee attitudes*. Podium paper to be presented at the Annual Research Meeting for Academy Health in Baltimore, MD, June 23-25, 2013.

**Derickson, R., Fishman, J., Beckstrand, J., & Osatuke, O.** (2013). *Psychological safety assessment within Veterans Health Administration hospitals*. Poster to be presented at the Annual Research Meeting for Academy Health in Baltimore, MD, June 23-25, 2013.

**Crowe, E., Teclaw, R., Beckstrand, J., & Osatuke, K.** (2013). *Measuring burnout and its effects within Veterans Health Administration*. Poster to be presented at the Annual Research Meeting for Academy Health in Baltimore, MD, June 23-25, 2013.

**Beckstrand, J., Crowe, E., Carameli, K., & Osatuke, K.** (2013). *Healthcare employee surveys: Reporting methods that improve quality of services*. Poster to be presented at the Annual Research Meeting for Academy Health in Baltimore, MD, June 23-25, 2013.

**K. Osatuke** (2013). *Connecting Employee Workplace Perceptions to Social-Environmental Workplace Determinants*. Symposium to be presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Houston, TX, on April 11, 2013.

(1) Furst-Holloway, S., **Carameli, K.A.**, Carle, A.C., Brown, A.B., Howe, S.R., Cominsky, C., **Moore, S.C.**, & **Dyrenforth, S.R.** (2013). The spillover effects of workplace-patient civility in VHA healthcare. In **K. Osatuke** (Moderator), *Connecting Employee Workplace Perceptions to Social-Environmental Workplace Determinants*. Symposium to be presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Houston, TX, on April 11, 2013.

(2) **Yanovsky, B.I., Crowe, E.A., & Osatuke, K.** (2013). Rating discrepancies: Effects on turnover and supervisory support perceptions. In **K. Osatuke** (Moderator), *Connecting Employee Workplace Perceptions to Social-Environmental Workplace Determinants*. Symposium to be presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Houston, TX, on April 11, 2013.

(3) **Ohler, L.A., Crowe, E.A., & Teclaw, R.** (2013). Work-related injury: Impact on nurses' turnover and turnover intentions. In **K. Osatuke** (Moderator), *Connecting Employee Workplace Perceptions to Social-Environmental Workplace Determinants*. Symposium to be presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Houston, TX, on April 11, 2013.

**K. Osatuke** (2013). **Workplace Civility: Longitudinal Relationships, Employee Perspectives, and Intervention Practices**. Symposium to be presented at the Annual national convention by the American Psychological Association in Honolulu, HI, on July 31-Aug. 4, 2013.

(1) Brown., A.B., Holloway, S., Howe, S.R., Carle, A.C., Langmeyer, D., **Moore, S.C.**, & **Dyrenforth, S.R.** (2013). Civility, job satisfaction, and intention to quit. In **K. Osatuke** (Moderator), *Workplace Civility: Longitudinal Relationships, Employee Perspectives, and*

*Intervention Practices*. Symposium to be presented at the Annual national convention by the American Psychological Association in Honolulu, HI, on July 31-Aug. 4, 2013.

- (2) Leiter, M.P., & Day, A. (2013). Contrast of self and follower ratings of first line managers' leadership. In **K. Osatuke** (Moderator), *Workplace Civility: Longitudinal Relationships, Employee Perspectives, and Intervention Practices*. Symposium to be presented at the Annual national convention by the American Psychological Association in Honolulu, HI, on July 31-Aug. 4, 2013.
- (3) **Osatuke, K., & Judkins, S.** (2013). Intervention promoting civility: Facilitators' process perceptions in relation to outcome. In **K. Osatuke** (Moderator), *Workplace Civility: Longitudinal Relationships, Employee Perspectives, and Intervention Practices*. Symposium to be presented at the Annual national convention by the American Psychological Association in Honolulu, HI, on July 31-Aug. 4, 2013.

## **2012 Conferences**

Benzer, J.K., Young, G., Stolzmann, K., **Osatuke, K.**, Meterko, M., Caso, A., White, B., & Mohr, D.C. (2012). *Relationships between Organizational Climate and Diabetes Quality of Care*. Poster presented at the AcademyHealth annual research meeting in Orlando, FL in June 2012.

**Carameli, K.**, Carle, A., Furst-Holloway, S., **Moore, S.**, Brown, A., Cominsky, C., Howe, S., **Osatuke, K.**, & **Dyrenforth, S.** (2012). *Connecting Veterans' Access to Care, Employee Attitudes, and the Work Environment in the Veterans Health Administration*. Podium paper presented at the AcademyHealth annual research meeting in Orlando, FL in June 2012.

**Carameli, K.**, Brown, A., Furst-Holloway, S., Cominsky, C., **Moore, S.**, Carle, A., Howe, S., **Osatuke, K.**, & **Dyrenforth, S.** (2012). *Monetizing Civility in the U.S. Department of Veterans Affairs*. Podium paper presented at the AcademyHealth annual research meeting in Orlando, FL in June 2012.

**Derickson, R., Brassell, T., & Osatuke, K.** (2012). *The Effect of Turnover Intentions on Patients' Satisfaction with Care*. Poster presented at the AcademyHealth annual research meeting in Orlando, FL in June 2012.

**Fishman, J., Brassell, T., Osatuke, K., & Dyrenforth, S.** (2012). *Workplace Mass Media Coverage and Employee Psychological Safety*. Poster presented at the AcademyHealth annual research meeting in Orlando, FL in June 2012.

Leiter, M.P., Laschinger, H.K.S., & **Osatuke, K.** (2012). *Leadership as Integral to Improved Workplace Civility*. Poster presented at the AcademyHealth annual research meeting in Orlando, FL in June 2012.

**Moore, S.C., Yanchus, N.J., & Osatuke, K.** (2012). *Predictors of VHA Workplace Engagement among Administrative and Clinical Samples*. Poster presented at the AcademyHealth annual research meeting in Orlando, FL in June 2012.

**Teclaw, R., Osatuke, K., & Dyrenforth, S.** (2012). *Do healthcare employees' race, ethnicity, and generation affect their perceptions of workplace characteristics?* Poster presented at the AcademyHealth annual research meeting in Orlando, FL in June 2012.

**Teclaw, R., Osatuke, K., & Dyrenforth, S.** (2012). *Workplace Perceptions: Occupational differences during Patient Aligned Care Team implementation at the Veterans Health Administration.* Poster presented at the AcademyHealth annual research meeting in Orlando, FL in June 2012.

**Yanchus, N.J., Derickson, R., Moore, S.C., Balogne, D., & Osatuke, K.** (2012). *Perceptions of Communication in Psychologically Safe and Unsafe VHA Clinical Work Environments.* Poster presented at the AcademyHealth annual research meeting in Orlando, FL in June 2012.

**Yanovsky, B., Dyrenforth, S. R., & Osatuke, K.** (2012). *Supervisors' Expected Relationship Building Behaviors and Their Supervised Workgroups' Workplace Climate Perceptions.* Poster presented at the AcademyHealth annual research meeting in Orlando, FL in June 2012.

**Yanovsky, B., Osatuke, K., & Dyrenforth, S.** (2012). *Team Building Components in Clinical Settings: One Size Does Not Fit All.* Poster presented at the AcademyHealth annual research meeting in Orlando, FL in June 2012.

**Teclaw, R., Price, M., & Osatuke, K.** (2012). *Demographic Question Placement and Its Effect on Item Response Rates and Means of a Veterans Health Administration Survey.* Paper presented at the annual national conference of the American Association for Public Opinion Research (AAPOR) in Orlando, FL in May 2012.

**White, S., Osatuke, K., Barnes, S., Mohr, D., Benzer, J., White, B., Dyrenforth, S.R.** (2012). *Strategies Supporting the VA Transition to Patient Aligned Care Teams.* Workshop presented at the Annual national conference by the HSR&D in Boston, MA in April 2012.

**Osatuke, K., Judkins, S., Teclaw, R., Leiter, M.P., Dyrenforth, S.R.** (2012). *Civility, Respect, and Engagement in the Workplace (CREW) in U.S.A. Veterans Affairs: Predictors of Successful Outcomes.* Paper presented at the 10<sup>th</sup> Annual international conference by the European Academy of Occupational Health Psychology in Zurich, Switzerland, on April 11-13, 2012.

**Yanchus, N. J., Osatuke, K., Leiter, M.P., Dyrenforth, S.R.** (2012). *Changes in the Department of Veterans Affairs (VA): Employees' perspective.* Paper presented at the 10<sup>th</sup> Annual international conference by the European Academy of Occupational Health Psychology in Zurich, Switzerland, on April 11-13, 2012.

**K. Osatuke** (2012). *Predictors of Turnover Intentions in Healthcare Settings.* Symposium presented at the Annual national convention by the Society for Industrial and Organizational Psychology in San Diego, CA, on April 14-16, 2012.

(4) **Yanchus, N.J., Brassell, T., & Osatuke, K.** (2012). Predictors of turnover intentions in VA mental health workers: An examination of psychiatrists, psychologists, social workers, and nurses. In **K. Osatuke** (Moderator), *Predictors of Turnover Intentions.* Symposium



presented at the Society for Industrial and Organizational Psychology in San Diego, CA on April 26-28, 2012.

- (5) Tenbrink, A. N., Weinhardt, J.M., & Griffeth (2012). The influence of burnout and shocks on turnover intentions. In **K. Osatuke** (Moderator), Predictors of Turnover Intentions. Symposium presented at the Society for Industrial and Organizational Psychology in San Diego, CA on April 26-28, 2012.
- (6) Kwantes, C.T., & Arbour, S. (2012). Work-related injury: Impact on nurses' turnover and turnover intentions. In **K. Osatuke** (Moderator), Predictors of Turnover Intentions. Symposium presented at the Society for Industrial and Organizational Psychology in San Diego, CA on April 26-28, 2012.
- (7) Furst-Holloway, S., Brown, A.B., Cominsky, C., Howe, S.R., Carle, A.C., **Carameli, K.A., Moore, S.C., & Dyrenforth, S.R.** (2012). The costs and timing of senior level turnover. In **K. Osatuke** (Moderator), Predictors of Turnover Intentions. Symposium presented at the Society for Industrial and Organizational Psychology in San Diego, CA on April 26-28, 2012.

**K. Osatuke** (2012). *Perspectives on Organizational Change*. Symposium presented at the Annual national convention by the Society for Industrial and Organizational Psychology in San Diego, CA, on April 14-16, 2012.

- (1) **Yanchus, N.J., & Osatuke, K.** (2012). Conceptual perspective on change: A review of transformational change theories. In **K. Osatuke** (Moderator), *Perspectives on Organizational Change*. Symposium presented at the Society for Industrial and Organizational Psychology in San Diego, CA on April 26-28, 2012.
- (2) **Judkins, S., Osatuke, K., & Dyrenforth, S.R.** (2012). Change facilitation: The impact of process variables in the outcome of a civility-focused initiative. In **K. Osatuke** (Moderator), *Perspectives on Organizational Change*. Symposium presented at the Society for Industrial and Organizational Psychology in San Diego, CA on April 26-28, 2012.
- (3) Leiter, M.P., Day, A., Spence Laschinger, H.K., & Gilin Oore, D. (2012). Inconsistency between civility and incivility as a predictor of change in workplace communities. In **K. Osatuke** (Moderator), *Perspectives on Organizational Change*. Symposium presented at the Society for Industrial and Organizational Psychology in San Diego, CA on April 26-28, 2012.

## **2011 Conferences**

**Moore, S.C.** (2011) *Complex report production using PROC REPORT and the slider\_tagset*. Web presentation made at the VA SAS Day Conference in Austin, TX, on November 16, 2011.

**Teclaw, R.** (2011) *VA All Employee Survey*. Web presentation made at the VA SAS Day Conference in Austin, TX, on November 16, 2011.

**Osatuke, K.** *Psychological Safety in the Workplace: What Does It Mean in Healthcare?* Symposium presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.

- (1) **Teclaw, R., & Osatuke, K.** (2011). Demographic and organizational correlates of psychological safety perceptions in a large healthcare organization. In **K. Osatuke** (Moderator), *Psychological Safety in the Workplace: What Does it Mean in Healthcare?* Symposium presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.
- (2) **Osatuke, K., Fishman, J.L., Derickson, R., Moore, S.C., Price, M., & Dyrenforth, S.** (2011). Factors that influence psychological safety in healthcare settings. In **K. Osatuke** (Moderator), *Psychological Safety in the Workplace: What Does it Mean in Healthcare?* Symposium presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.
- (3) **Leiter, M.P., & Laschinger, H.K.S.** (2011). Psychological safety, respect, and values: foundations of a psychologically healthy workplace. In **K. Osatuke** (Moderator), *Psychological Safety in the Workplace: What Does it Mean in Healthcare?* Symposium presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.
- (4) **Dyrenforth, S., & Yanovsky, B.** (2011). Supervisors' behaviors that predict psychological safety perceptions in supervised employees. In **K. Osatuke** (Moderator), *Psychological Safety in the Workplace: What Does it Mean in Healthcare?* Symposium presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.
- (5) **Carameli, K., & Dyrenforth, S.** (2011). The relationship between healthcare employees' psychological safety and patient care experiences. In **K. Osatuke** (Moderator), *Psychological Safety in the Workplace: What Does it Mean in Healthcare?* Symposium presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.

**Belton, L., Moore, S.C., Osatuke, K., & Dyrenforth, S.** (2011). *Respect, Civility and Engagement at the Workplace (CREW): Nationwide initiative at the Department Veterans Affairs, its organizational impact and implementation.* Workshop presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.

**Barnes, S., White, S., Carameli, K., Yanovsky, B., & Dyrenforth, S.R.** (2011). *Are happy teams better teams?* Workshop presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.

**Yanchus, N.J., Carameli, K. A., Dyrenforth, S., & Osatuke, K.** (2011). *Intrinsic and extrinsic attributes of job satisfaction in Veterans Health Administration (VHA) employees.* Poster presented at the 2<sup>nd</sup> World Congress on Positive Psychology in Philadelphia, PA on July 25, 2011.

**Osatuke, K., Moore, S. C., & Stiles, W. B.** (2011). Assimilation of shared problematic experiences in organizational settings. In: M. A. Gray (Moderator), *Assimilation Model:*

Extending the Concepts. Paper in panel presented at the international meeting of the Society for Psychotherapy Research in Bern, Switzerland on June 29, 2011.

**Yanchus, N.J., Osatuke, K., Judkins, S., & Dyrenforth, S. (2011).** *Characteristics of patient-centered care in the Veterans Health Administration.* Poster presented at the Annual national conference by the Academy of Health in Seattle, Washington on June 12-14, 2011.

**Carameli, K. A., Osatuke, K., Judkins, S., & Dyrenforth, S. (2011).** *The role of perceived organizational support in shaping healthcare employees' job satisfaction, organizational commitment, and turnover intentions.* Poster presented at the Annual national conference by the Academy of Health in Seattle, Washington on June 12-14, 2011.

**Carameli, K. A., Yanchus, N.J., Judkins, S., Osatuke, K., & Dyrenforth, S. (2011).** *Employee job satisfaction: how intrinsic and extrinsic determinants differ across healthcare occupations.* Poster presented at the Annual national conference by the Academy of Health in Seattle, Washington on June 12-14, 2011.

**Moore, S.C., McKnight, S., Derickson, R., Fishman, J., & Osatuke, K. (2011).** *Psychological safety and adverse patient event reporting.* Poster presented at the Annual national conference by the Academy of Health in Seattle, Washington on June 12-14, 2011.

**Teclaw, R., Price, M., & Osatuke, K. (2011).** *Effect of demographic question placement on item response rates and item mean scores in a Web-based federal health care organization employee survey.* Poster presented at the Annual national conference by the Academy of Health in Seattle, Washington on June 12-14, 2011.

**Yanchus, N.J., Carameli, K., Derickson, R., Dyrenforth, S.R., & Osatuke, K. (2011).** *Predictors of job satisfaction and turnover intention in the Veterans Health Administration mental health workforce.* Poster presented at the Annual national convention by the Association for Psychological Science in Washington, DC on May 26 - 29, 2011.

**Yanchus, N.J., Derickson, R., Dyrenforth, S.R., & Osatuke, K. (2011).** *Characteristics of patient-centered care in the Veterans Health Administration.* Poster presented at the Annual national convention by the Association for Psychological Science in Washington, DC on May 26 - 29, 2011.

**Derickson, R., Moore, S.C., Dyrenforth, S.R., & Osatuke, K. (2011).** *Influence of leader behavior on psychological safety in a healthcare setting.* Poster presented at the Annual national convention by the Association for Psychological Science in Washington, DC on May 26 - 29, 2011.

**Price, M., Moore, S.C., Dyrenforth, S.R., & Osatuke, K. (2011).** *Relationship of innovation and psychological safety in a healthcare setting.* Poster presented at the Annual national convention by the Association for Psychological Science in Washington, DC on May 26 - 29, 2011.

**Yanovsky, B., Osatuke, K., & Dyrenforth, S. (2011).** *Factor structure of two different developmental assessment center rating formats.* Poster presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.



**Osatuke, K.** (2011). *Workplace Civility Perceptions: Measurement, Effects of Organizational Roles and Demographics*. Symposium presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.

- (1) Naimon, E.C., Mullins, M., & **Osatuke, K.** (2011). Workplace incivility and civility: Related but different? In **K Osatuke** (Moderator), *Workplace civility perceptions: Measurement, effects of organizational roles and demographics*. Symposium presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.
- (2) **Brassell, T., Osatuke, K., Yanovsky, B., & Dyrenforth, S.** (2011). 360 degree feedback: Rater differences in rating workplace interpersonal behaviors. In **K Osatuke** (Moderator), *Workplace civility perceptions: Measurement, effects of organizational roles and demographics*. Symposium presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.
- (3) **Teclaw, R., Brassell, T., Dyrenforth, S., & Osatuke, K.** (2011). *Gender differences in civility perceptions in a large healthcare system*. In **K Osatuke** (Moderator), *Workplace civility perceptions: Measurement, effects of organizational roles and demographics*. Symposium presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.

**Osatuke, K.** (2011). *CREW (Civility, Respect, and Engagement at Work): Intervention Increasing Workplace Civility*. Symposium presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.

- (1) **Judkins, S., Osatuke, K., & Dyrenforth, S.** (2011). Organizational intervention that fosters workplace civility: Facilitators' view. In **K Osatuke** (Moderator), *CREW (Civility, Respect, and Engagement at Work): Intervention increasing workplace civility*. Symposium presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.
- (2) **Osatuke, K., Moore, S.C., & Dyrenforth, S.** (2011). CREW participants' view of the intervention process and relationship to outcomes. In **K Osatuke** (Moderator), *CREW (Civility, Respect, and Engagement at Work): Intervention increasing workplace civility*. Symposium presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.
- (3) Leiter, M.P., Laschinger, H.K.S., Day, A., Gilin-Oore, D., & Gurnham, M.E. (2011). Sustaining gains in collegiality: 1-year follow-up of the CREW intervention. In **K Osatuke** (Moderator), *CREW (Civility, Respect, and Engagement at Work): Intervention increasing workplace civility*. Symposium presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.

**Teclaw, R., Yanovsky, B., Moore, S.C., & Osatuke, K.** (2011). *Organizational survey: Comparison of paper, web, and IVR response modes*. Poster presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Chicago, IL on April 14-15, 2011.

Benzer, J., Young, G., Stolzmann, K., **Osatuke, K.**, Meterko, M., Caso, A., White, B., Mohr, D. (2011). *Organizational climate and chronic disease management*. Paper presented at the Annual national conference by the HSR&D in February 2011.

## **2010 Conferences**

**Osatuke, K., Yanovsky, B., Moore, S.C., Brassell, T., & Dyrenforth, S.** (2010). *Evaluating data quality in the Veterans Health Administration All Employee Survey*. Paper accepted for presentation at the Annual national conference by the American Evaluation Association in San Antonio, TX on November 11, 2010.

**Osatuke, K., McNamara, B., & Dyrenforth, S.** (2010). *Workplace civility perceptions relate to equal employment opportunity complaint rates*. Paper accepted for presentation at the Annual national conference by the American Evaluation Association in San Antonio, TX on November 11, 2010.

**Brassell, T., Yanovsky, B., Osatuke, K., & Dyrenforth, S.** (2010). *The effects of qualitative feedback on mid-managers' improvement on performance behaviors in the Veterans Health Administration*. Poster accepted for presentation at the Annual national conference by the American Evaluation Association in San Antonio, TX on November 11, 2010.

Mohr, D., **Osatuke, K., & Brassell, T.** (2010). *Changing nature of healthcare performance measurement*. Paper accepted for presentation at the Annual national conference by the American Evaluation Association in San Antonio, TX on November 11, 2010.

Mohr, D., **Osatuke, K., Moore, S.C., Yanovsky, B., Brassell, T., & Nagy, M.** *Organizational survey of workplace climate: Differences in representation across response modes*. Paper accepted for presentation at the Annual national conference by the American Evaluation Association in San Antonio, TX on November 11, 2010.

**Osatuke, K., Mohr, D., Stolzman, K., & Dyrenforth, S.** (2010). *Patient-provider gender congruence: Effects on patient satisfaction*. Poster presented at the Annual national conference by the HSR&D on Women's Health topics in Arlington, VA, on July 14, 2010.

Mohr, D., Stolzmann, K., & **Osatuke, K.** (2010). *Comparing cancer screening rates in VA divisions with and without women's health clinics*. Poster presented at the Annual national conference by the HSR&D on Women's Health topics in Arlington, VA, on July 14, 2010.

**Osatuke, K., McNamara, B., Fishman, J., & Dyrenforth, S.** (2010). *Workplace civility perceptions relate to equal employment opportunity complaint rates*. Paper presented at the 116<sup>th</sup> Annual national convention by the American Psychological Association in San Diego, CA on August 12, 2010.

Benzer, J., Young, G., Caso, A., Stolzmann, K., Meterko, M., **Osatuke, K.**, White, B., Mohr, D. (2010). *The role of primary care team climate in diabetes care*. Paper presented at the Annual national meeting by the Academy of Management in Montreal, Canada on August 6-10, 2010

**Brassell, T., Yanovsky, B., Osatuke, K., & Dyrenforth, S.** (2010). *The effects of demographic dissimilarity on performance appraisal expectations*. Poster presented at the Annual national research meeting by the Academy of Health on June 27-29 in Boston, MA.

**Yanovsky, B., Brassell, T., Osatuke, K., & Dyrenforth, S.** (2010). *An examination of the qualitative comments within a 360-degree performance appraisal*. Poster presented at the Annual national research meeting by the Academy of Health on June 27-29 in Boston, MA.

**Osatuke, K., Snell, A., & Dyrenforth, S.** (2010). *Veterans Health Administration polytrauma rehabilitation: Provider perspective on patients' family involvement*. Poster presented at the Annual national research meeting by the Academy of Health on June 27-29 in Boston, MA.

**Osatuke, K., Moore, S.C., Fishman, J., Draime, J., & Dyrenforth, S.** (2010). *Employee gender, generation, and experience: Relationship to workplace climate perceptions*. Paper in session, presented at the Annual national research meeting by the Academy of Health on June 27-29 in Boston, MA.

**Snell, A., Moore, S.C., & Osatuke, K.** (2010). *Civility score variation across ethnic groups in the Veterans Health Administration*. Poster presented at the 22<sup>nd</sup> Annual national convention by the Association for Psychological Science in Boston, MA on May 27-30, 2010.

Naimon, E.C., Mullins, M.E., & **Osatuke, K.** (2010). *The effects of personality and spirituality on workplace incivility perceptions*. Poster presented at the 22<sup>nd</sup> Annual national convention by the Association for Psychological Science in Boston, MA on May 27-30, 2010.

**Moore, S.C., Osatuke, K., & Dyrenforth, S.** (2010). *Civility measure shows partial factorial invariance across racial and ethnic groups*. Poster presented at the 22<sup>nd</sup> Annual national convention by the Association for Psychological Science in Boston, MA on May 27-30, 2010.

**Osatuke, K., Moore, S.C., & Dyrenforth, S.** (2010). *Demographic and occupational characteristics as predictors of differences in workplace civility perceptions*. Poster presented at the 22<sup>nd</sup> Annual national convention by the Association for Psychological Science in Boston, MA on May 27-30, 2010.

Mohr, D., **Moore, S.C., Osatuke, K.**, Meterko, M., Nealon Seibert, M. (2010). *Primary care workload and staffing differences in VA urban and rural practices*. Poster presented at the HSR&D National Meeting on Improving Health Care for Rural Veterans in Portland, Maine on May 5-6 , 2010.

Stolzmann, K., Benzer, J., Meterko, M., **Osatuke, K.**, Mohr, D. (2010). *Primary care quality and patient satisfaction in rural and urban Veterans Health Administration settings*. Poster presented at the HSR&D National Meeting on Improving Health Care for Rural Veterans in Portland, Maine on May 5-6 , 2010.

**Moore, S.C., Osatuke, K., & Dyrenforth, S.** (2010). *Factor structure and time invariance of a civility survey instrument*. Poster presented at the Annual national convention by the Society for Industrial and Organizational Psychology in Atlanta, GA on April 7-10, 2010.

## **2009 Conferences**

**Osatuke, K., McNamara, B., Pohl, M., Moore, S.C., Meterko, M., Nagy, M., Charns, M., & Dyrenforth, S.** (2009). *Response rates and incentives in Veterans Administration All Employee Survey*. Paper presented at the Annual national convention by Institute of Behavioral and Applied Management in Washington, DC, on Oct 1, 2009.

**Yanovsky, B., Graff-Reed, R., Kruer, K., Dyrenforth, S., & Osatuke, K.** (2009). *Evaluation of a developmental assessment center in veterans healthcare*. Paper presented at the Annual national convention by IPMA-HR (International Public Management Association for Human Resources) in Nashville, TN, on Sept 14, 2009.

**Osatuke, K., Moore, S.C., Fishman, J., Draime, J., & Dyrenforth, S.** (2009). *Employee generation and workplace experience: Relationship to workplace climate perceptions*. Poster presented at the Annual national convention by Academy of Health in Chicago, IL, on June 28, 2009.

**Fishman, J., Osatuke, K., & Dyrenforth, S.** (2009). *Applying grounded theory to studying media coverage of veterans healthcare*. Poster presented at the Annual national convention by Academy of Health in Chicago, IL, on June 28, 2009.

**Osatuke, K., & Dyrenforth, S.** (2009). *Civility, Respect, and Engagement in the Workforce (CREW): Nation-Wide organization development intervention at Veterans Health Administration*. Paper presented at the First World Congress on Positive Psychology in Philadelphia, PA, on June 18-21, 2009.

**Fishman, J., Osatuke, K., Moore, S.C., Draime, J., & Dyrenforth, S.** (2009). *Employee generation and workplace experience: Relationship to workplace satisfaction*. Poster presented at the Annual national convention by Association for Psychological Science in San Francisco, CA on May 22, 2009.

**Moore, S.C., Willmarth, K., Osatuke, K., & Dyrenforth, S.** (2009). *Satisfaction increases with supervisory status in the Veterans Health Administration*. Poster presented at the Annual national convention by Association for Psychological Science in San Francisco, CA on May 22, 2009.

**Osatuke, K., Yanovsky, B., Naimon, E., & Dyrenforth, S.** (2009). *Workgroup supervisors' 360 ratings: Relationship to staff perceptions of workplace characteristics and turnover intentions*. Poster presented at the Annual national convention by Association for Psychological Science in San Francisco, CA on May 22, 2009.

**Osatuke, K., Fishman, J., & Dyrenforth, S.** (2009). *Relationship between portrayals of VA hospitals in the media, and employee and patient satisfaction: An exploratory analysis*. Paper presented at the Annual national convention by AAPOR (American Association for Public Opinion Research) in Hollywood, Florida on May 15, 2009.

Nagy, M., **Osatuke, K.**, Meterko, M., Scruggs, R., Mohr, D., Warren, N., Hodgson, M., **Moore, S.C., & Belton, L.** (2009). *Exploring the boundaries of civility and incivility*. Round Table presented at the Annual national convention by the Society for Industrial and Organizational Psychology in New Orleans, Louisiana on April 2-4, 2009.

**Moore, S.C., Osatuke, K., & Dyrenforth, S.** (2009). *The relationship between civility and satisfaction: An examination of three years' data from the Veterans Health Administration*. Poster presented at the Annual national convention by the Society for Industrial and Organizational Psychology in New Orleans, Louisiana on April 2-4, 2009.

**Osatuke, K., & Dyrenforth, S.** (2009). *Civility, Respect, Engagement at the Workplace (CREW): Nationwide organization development intervention at the United States Veterans Healthcare Administration*. Poster presented at the 5th Australasian Redesigning Health Care Summit in Brisbane, Australia, on March 26, 2009.

### **2008 Conferences**

Hodgson, M.J., Warren, N., Mohr, D., Meterko, M., **Osatuke, K., Dyrenforth, S., Belton, L., Charns, M., Drummond, D., Sprenger, M., Nagy, M., Wilson, R.** (2008). *Violence in the Veterans Health Administration: Assessment and intervention*. Paper presented at the international conference Violence Prevention in Healthcare, Amsterdam, October 22, 2008.

**Osatuke, K., DeLuca, N., & Dyrenforth, S.** (2008). *Employee versus patient perceptions of veterans healthcare: National level comparison*. Poster presented at the 116<sup>th</sup> annual national convention of the American Psychological Association, Boston, MA, August 15, 2008.

**Osatuke, K., Mohr, D., Ward, C., Moore, S.C., Dyrenforth, S., & Belton, L.** (2008) *Organization development intervention to increase civility in the workforce: What explains variability of outcomes across participating VA facilities*. Paper presented at the annual national conference of the Academy of Management, Anaheim, CA, August 13th, 2008.

**Osatuke, K., Yanovsky, B., Pohl, M., Draime, J., & Dyrenforth, S.** (2008). *Measuring managerial competencies in veterans healthcare: An evaluation of a professional development program*. Paper presented at the 32<sup>nd</sup> annual International Public Management Association Assessment Council conference, Oakland, CA, June 11, 2008.

**Osatuke, K., Yanovsky, B., Pohl, M., Draime, J., & Dyrenforth, S.** (2008). *Professional development program for veterans healthcare executives: Evaluating the impact*. Poster presented at the 25<sup>th</sup> annual research meeting of the Academy of Health, Washington, DC, June 9, 2008.

**Osatuke, K., Yanovsky, B., Draime, J., & Dyrenforth, S.** (2008). *360-degree ratings of managers' skill relate to workgroup satisfaction with supervision*. Poster presented at the 20<sup>th</sup> annual national convention of the Association for Psychological Science, Chicago, IL, May 24, 2008.



- Osatuke, K., Dyrenforth, S., & Belton, L.** (2008). *Organizational change towards greater civility: What helps intervention success?* Poster presented at the 14<sup>th</sup> annual national research conference of the British Association for Counseling and Psychotherapy, Cardiff, Wales, May 9, 2008.
- Moore, S.C., Osatuke, K., & Howe, S.** (April, 2008). Modeling turnover and absenteeism through civility and job satisfaction scores. In D. Mohr, Moderator: *Workplace Civility and Incivility: Implications for Healthcare*. Panel presented at the annual conference of the Society for Industrial Organizational Psychology, San Francisco, CA, April 11, 2008.
- Mohr, D., **Osatuke, K., Moore, S.C.,** Hodgson, M., & Warren, N. (April, 2008). Do more civil workplaces actually have less incivility? In D. Mohr, Moderator: *Workplace Civility and Incivility: Implications for Healthcare*. Panel presented at the annual conference of the Society for Industrial Organizational Psychology, San Francisco, CA, April 11, 2008.
- Osatuke, K., Mohr, D., Ward, C., Moore, S.C., Dyrenforth, S., & Belton, L.** (April, 2008). Organization development intervention to increase civility in the workforce. In D. Mohr, Moderator: *Workplace Civility and Incivility: Implications for Healthcare*. Panel presented at the annual conference of the Society for Industrial Organizational Psychology, San Francisco, CA, April 11, 2008.
- Warren, N.D., Mohr, D., Meterko, M., **Osatuke, K.,** Nagy, M., Hodgson, M., **Dyrenforth, S., & Charns, M.** (2008). *Workplace civility, verbal abuse, and employee health & safety*. Paper presented at the annual Work, Stress & Health Conference, Washington DC, March 10, 2008.

## **2007 Conferences**

- Meterko, M., **Osatuke, K.,** Mohr, D., Warren, N., & **Dyrenforth, S.** (2007). Civility: The development and psychometric assessment of a survey measure. In M. Nagy (Moderator), *Measuring and Assessing Workplace Civility: Do "Nice" Organizations Finish First?* Panel presented at the 67th annual meeting of the Academy of Management, Philadelphia, PA, August 8, 2007.
- Mohr, D.C., Warren, N., Hodgson, M., **Osatuke, K., Ward, C., & Dyrenforth, S.** (2007). Workplace civility, workplace incivility and employee sick leave rate usage. In M. Nagy (Moderator), *Measuring and Assessing Workplace Civility: Do "Nice" Organizations Finish First?* Panel presented at the 67th annual meeting of the Academy of Management, Philadelphia, PA, August 8, 2007.
- Nagy, M.S., Warren, N., **Osatuke, K. & Dyrenforth, S.** (2007). The association between civility and monetary organizational outcomes. In M. Nagy (Moderator), *Measuring and Assessing Workplace Civility: Do "Nice" Organizations Finish First?* Panel presented at the 67th annual meeting of the Academy of Management, Philadelphia, PA, August 8, 2007.
- Mohr D., Meterko M., Charns M., **Dyrenforth S., & Osatuke K.** (2007) Workplace factors that increase employee's satisfaction and performance. Paper presented at the Academy of Health Annual Meeting, Orlando, FL, June 13, 2007.

**Osatuke, K.,** Moore, S.C., Wernke, J., Stiles, W.B., & **Dyrenforth, S.R.** (April, 2007). *Using employee interviews to describe a voice of the organization: An application of the assimilation model.* Paper presented at the annual conference of the Society for Psychotherapy Research, Ohio Division.

Mohr, D., Meterko, M., Charns, M., **Dyrenforth, S.,** & **Osatuke, K.** *Workplace factors that increase employee satisfaction and performance.* Paper presented at VA HSR&D National Meeting, Boston, MA, February 21-23, 2007.

### **2006 Conferences**

**Osatuke, K., & Dyrenforth, S.** (2006). *Civility in VA hospitals relates to costs and performance indicators.* Paper presented at the 114 Annual Convention of the American Psychological Association, New Orleans, LA, August 10, 2006.